

1-4-6 Send error code

This section describes the scanning errors and descriptions, preventive actions, as well as corrective actions. Error codes not described here could fall within software errors.

If such an error is encountered, turn power off then on, and advise the service representative.

(1) Scan to SMB error codes

Code	Contents	Check procedures/corrective measures
1101	Host destined does not exist on the network.	<ol style="list-style-type: none"> 1. Confirm destined host. 2. Confirm device's network parameters. 3. Confirm the network parameters the device is connected.
1102	Login to the host has failed.	<ol style="list-style-type: none"> 1. Confirm user name and password. 2. Confirm the network parameters the device is connected. 3. Check the host if the folder is properly shared.
1103	Destined host, folder, and/or file names are invalid.	<ol style="list-style-type: none"> 1. Check illegal characters are not contained within these names. 2. Check the name of the folder and files conform with the naming syntax. 3. Confirm destined host and folder.
1105	SMB protocol is not enabled.	<ol style="list-style-type: none"> 1. Confirm device's SMB protocols.
2101	Login to the host has failed.	<ol style="list-style-type: none"> 1. Confirm destined host. 2. Confirm that the LAN cable is properly connected to the device. 3. Check the SMB port number. 4. Confirm device's network parameters. 5. Confirm the network parameters the device is connected.
2201	Writing scanned data has failed.	<ol style="list-style-type: none"> 1. Check the scanning file name. 2. Confirm device's network parameters. 3. Confirm the network parameters the device is connected.
2203	No response from the host during a certain period of time.	<ol style="list-style-type: none"> 1. Confirm the network parameters the device is connected. 2. Confirm that the LAN cable is properly connected to the device.

(2) Scan to FTP error codes

Code	Contents	Check procedures/corrective measures
1101	FTP server does not exist on the network.	<ol style="list-style-type: none"> 1. Check the FTP server name. 2. Confirm device's network parameters. 3. Confirm the network parameters the device is connected.
1102	Login to the FTP server has failed.	<ol style="list-style-type: none"> 1. Confirm user name and password. 2. Check the FTP server name.
1103	Destined folder is invalid.	<ol style="list-style-type: none"> 1. Check illegal characters are not contained within these names. 2. Check the FTP server name.
1105	FTP protocol is not enabled.	<ol style="list-style-type: none"> 1. Confirm device's FTP protocols.
1131	Initializing TLS has failed.	<ol style="list-style-type: none"> 1. Confirm device's security parameters.
1132	TLS negotiation has failed.	<ol style="list-style-type: none"> 1. Confirm device's security parameters. 2. Check the FTP server name.
2101	Access to the FTP server has failed.	<ol style="list-style-type: none"> 1. Check the FTP server name. 2. Confirm that the LAN cable is properly connected to the device. 3. Check the FTP port number. 4. Confirm device's network parameters. 5. Confirm the network parameters the device is connected. 6. Check the FTP server name.
2102	Access to the FTP server has failed. (Connection timeout)	<ol style="list-style-type: none"> 1. Check the FTP server name. 2. Check the FTP port number. 3. Confirm device's network parameters. 4. Confirm the network parameters the device is connected. 5. Check the FTP server name.
2103	The server cannot establish communication.	<ol style="list-style-type: none"> 1. Check the FTP server name. 2. Check the FTP port number. 3. Confirm device's network parameters. 4. Confirm the network parameters the device is connected. 5. Check the FTP server name.
2201	Connection with the FTP server has failed.	<ol style="list-style-type: none"> 1. Confirm device's network parameters. 2. Confirm the network parameters the device is connected. 3. Confirm destined folder. 4. Check the FTP server name.
2202	Connection with the FTP server has failed. (Timeout)	<ol style="list-style-type: none"> 1. Confirm device's network parameters. 2. Confirm the network parameters the device is connected.
2203	No response from the server during a certain period of time.	<ol style="list-style-type: none"> 1. Confirm device's network parameters. 2. Confirm the network parameters the device is connected.

Code	Contents	Check procedures/corrective measures
2231	Connection with the FTP server has failed. (FTPS communication)	<ol style="list-style-type: none"> 1. Confirm device's network parameters. 2. Confirm the network parameters the device is connected.
3101	FTP server responded with an error.	<ol style="list-style-type: none"> 1. Confirm device's network parameters. 2. Confirm the network parameters the device is connected. 3. Check the FTP server.

(3) Scan to E-mail error codes

Code	Contents	Check procedures/corrective measures
1101	SMTP/POP3 server does not exist on the network.	<ol style="list-style-type: none"> 1. Check the SMTP/POP3 server name. 2. Confirm device's network parameters. 3. Confirm the network parameters the device is connected.
1102	Login to the SMTP/POP3 server has failed.	<ol style="list-style-type: none"> 1. Confirm user name and password. 2. Check the SMTP/POP3 server.
1104	The domain the destined address belongs is prohibited by scanning restriction.	<ol style="list-style-type: none"> 1. Confirm device's SMTP parameters.
1105	SMTP protocol is not enabled.	<ol style="list-style-type: none"> 1. Confirm device's SMTP protocols.
1106	Sender's address is not specified.	<ol style="list-style-type: none"> 1. Confirm device's SMTP protocols.
2101	Connection to the SMTP/POP3 server has failed.	<ol style="list-style-type: none"> 1. Check the SMTP/POP3 server name. 2. Confirm that the LAN cable is properly connected to the device. 3. Check the SMTP/POP3 port number. 4. Confirm device's network parameters. 5. Confirm the network parameters the device is connected. 6. Check the SMTP/POP3 server.
2102	Connection to the SMTP/POP3 server has failed. (Connection timeout)	<ol style="list-style-type: none"> 1. Check the SMTP/POP3 server name. 2. Check the SMTP/POP3 port number. 3. Confirm device's network parameters. 4. Confirm the network parameters the device is connected. 5. Check the SMTP/POP3 server.
2103	The server cannot establish communication.	<ol style="list-style-type: none"> 1. Check the SMTP/POP3 server name. 2. Check the SMTP/POP3 port number. 3. Confirm device's network parameters. 4. Confirm the network parameters the device is connected. 5. Check the SMTP/POP3 server.
2201	Connection to the SMTP/POP3 server has failed.	<ol style="list-style-type: none"> 1. Confirm device's network parameters. 2. Confirm the network parameters the device is connected.

Code	Contents	Check procedures/corrective measures
2202	Connection to the SMTP/POP3 server has failed. (Timeout)	<ol style="list-style-type: none"> 1. Confirm device's network parameters. 2. Confirm the network parameters the device is connected.
2204	The size of scanning exceeded its limit.	<ol style="list-style-type: none"> 1. Confirm device's network parameters.
3101	SMTP/POP3 server responded with an error.	<ol style="list-style-type: none"> 1. Confirm device's network parameters. 2. Confirm the network parameters the device is connected. 3. Check the SMTP/POP3 server.
3201	No SMTP authentication is found.	<ol style="list-style-type: none"> 1. Check the SMTP server. The device supports SMTP authentication services including CRAM-MD5, DIGEST-MD5, PLAIN and LOGIN.
4803	Failed to establish the SSL session.	<ol style="list-style-type: none"> 1. Verify the self certificate of the device. 2. Check the server certificate of the SMTP/POP3 server. 3. Check the SMTP/POP3 configuration of the device and the SMTP/POP3 server.

1-4-6 Send error code

(1) Scan to SMB error codes

Code	Display	Remarks	
		Causes	Check procedures/corrective measures
1102	Error: User/Password or Shared Name/Folder Name	Domain name is not entered.	Enter the user name with the form of either [Domain¥User], [Domain/User] or [Domain@User].
		Assign disable user/password.	Enter the correct user name/password.
		Assign the user who is not allowed to access to folder.	Enter correct user name/password. Check the access limit of destination folder.
		Assign disable shared name.	Enter the correct shared name. Check if the prohibited letters below are used to shared name. @ () ! & # \$ % ^ ~ []
		Host name error.	Check if the prohibited letters are used to shared name. " & ' () ; < >
1103	Error: Pathname or File Name	Domain name is not enter	Enter the user name with the form of either [Domain¥User], [Domain/User] or [Domain@User].
		Connect to the folder which is not permitted for reference/writing.	Enter correct user name/password. Check the access limit of destination folder.
		Assign disable folder path.	Enter correct folder path.
1105	Error: Not support protocol	SMB Protocol is set to OFF.	Check ON in the [Scanner]-[SMB] screen in COMMAND CENTER.
2101	Error: Can not connect	Enter the disable host name/IP address.	Enter the correct host name or IP address.
		Assign the wrong port number.	Enter the correct port number.
		Network is not connected.	Check if the server is operating properly. Check the network connection (cable. network condition within LAN, etc.).
2103	Error: Response wait with timeout	The server is unable to communicate.	Check if the server is operating properly.
2201	Error: Network transfer	Error occurs on the network.	Check the network connection (cable. network condition within LAN, etc.).
2203	Error: Response wait with timeout	Response is not returned from the server above specified time.	Check the network connection (cable. network condition within LAN, etc.).
9181	Error: Page max count over	The number of pages of a send file exceeded 999 pages.	Set the number of pages as 999 or less.

(2) Scan to FTP error codes

Code	Display	Remarks	
		Causes	Check procedures/corrective measures
1101	Error: Host name	Enter the disable host name/ IP address.	Enter the correct host name or IP address.
1102	Error: User/Password	Domain name is not entered.	Enter the user name with the form of either [Domain¥User] or [Domain/User].
		Assign disable user/pass- word.	Enter the correct user name/password.
1103	Error: Pathname or File Name	Connect to the folder which is not permitted for reference/ writing.	Enter correct user name/password. Check the access limit of destination folder.
		Assign disable folder path.	Enter correct folder path.
1105	Error: Not support protocol	FTP Protocol is set to OFF.	Check ON in the [Scanner]-[FTP] screen in COMMAND CENTER.
2101	Error: Can not connect	Enter the disable host name/ IP address.	Enter the correct host name or IP address.
		Assign the wrong port num- ber.	Enter the correct port number.
		Network is not connected.	Check if the server is operating properly. Check the network connection (cable, net- work condition within LAN, etc.).
2102	Error: Can not connect with timeout	The server is unable to com- municate.	Check if the server is operating properly.
		Send the server which does not support FTP server.	Enter the correct host name or IP address.
2103	Error: Response wait with timeout	The server is unable to com- municate.	Check if the server is operating properly.
2201	Error: Network transfer	Error occurs on the network.	Check the network connection (cable, net- work condition within LAN, etc.).
2202	Error: Network transfer with timeout	Error occurs on the network.	Check the network connection (cable, net- work condition within LAN, etc.).
2203	Error: Response wait with timeout	Response is not returned from the server above speci- fied time.	Check the network connection (cable, net- work condition within LAN, etc.).
3101	Error: Server response	The server is error status.	Check if the server is working properly.
9181	Error: Page max count over	The number of pages of a send file exceeded 999 pages.	Set the number of pages as 999 or less.

(3) Scan to E-mail error codes

Code	Display	Remarks	
		Causes	Check procedures/corrective measures
1101	Error: Host name	SMTP sever name is not set. Error SMTP server name.	Register [SMTP Server Name] in [Advanced]-[SMTP] -[General] in COMMAND CENTER.
1102	Error: User/Password	User ID for the authentication is not entered or entered wrongly. Wrong authentication password is entered.	Enter the correct user ID/password for authentication at [Advance] in COMMAND CENTER. Enter the password of [Login User Name] of the [POP3] page or the [SMTP] page correctly.
1104	Error: No Recipient address	The destination address is not specified.	Specify the destination address.
1105	Error: Not support protocol	SMTP Protocol is set to OFF.	Check ON [SMTP] in [Advanced]-[SMTP] -[General] in COMMAND CENTER.
1106	Error: No Sender Info	Sender address is not enter	Enter the correct [Sender Address] in [Advanced]-[SMTP] -[General] in COMMAND CENTER.
2101	Error: Can not connect	Select [Other authenticate] when authenticating POP before SMTP.	Select valid POP3 user other than [Other].
		The specified server is not SMTP server.	Enter the correct [SMTP Server Name] in [Advanced]-[SMTP] -[General] in COMMAND CENTER.
		Network is not connected.	Check if the server is operating properly. Check the network connection (cable. network condition within LAN, etc.).
2102	Error: Can not connect with timeout	The server is unable to communicate.	Check if the server is operating properly.
2103	Error: Response wait with timeout	The server is unable to communicate.	Check if the server is operating properly.
2201	Error: Network transfer	Error occurs on the network.	Check the network connection (cable. network condition within LAN, etc.).
2202	Error: Network transfer with timeout	Error occurs on the network.	Check the network connection (cable. network condition within LAN, etc.).
2203	Error: Response wait with timeout	Response is not returned from the server above specified time.	Check the network connection (cable. network condition within LAN, etc.).
2204	Error: E-Mail Size limit	The size of E-mail exceeds its limit.	Change the [E-mail Size Limit] in [Advanced]-[SMTP] -[General]-[E-mail Setting] in COMMAND CENTER.
3101	Error: Server response	The server is error status.	Check if the server is working properly.
		Server setting is not authenticated normally.	Check the settings for client/server authentication.
3201	Error: Not Found Authentication Mechanism	Unsupported SMTP Authentication Mechanism is found.	Check the settings for client/server Authentication Mechanism.
9181	Error: Page max count over	The number of pages of a send file exceeded 999 pages.	Set the number of pages as 999 or less.

(4) Network Twain error codes

Code	Display	Remarks	
		Causes	Check procedures/corrective measures
2202	Error: Network transfer with timeout	Response is not returned from the server above specified time.	Check the network connection (cable, network condition within LAN, etc.).
9181	Error: Page max count over	The number of pages of a send file exceeded 999 pages.	Set the number of pages as 999 or less.

(5) Software trouble error codes

Code	Display	Remarks	
		Causes	Check procedures/corrective measures
5101	Error: Not yet connected	Operation handle error. Error for stored status in the operation handle.	Turn the main power switch off and on.
5102	Error: Already connected	Operation handle error. Error for stored status in the operation handle.	Turn the main power switch off and on.
5103	Error: Not yet opened	Error for stored status in the operation handle.	Turn the main power switch off and on.
5104	Error: Already opened	Error for stored status in the operation handle.	Turn the main power switch off and on.
7101	Error: Memory Allocation	Insufficient memory space.	Turn the main power switch off and on.
7102	Error: Socket Create	Unable to create a communication socket.	Turn the main power switch off and on.
720f	Error: Unknown error	Unable to determine the cause.	Turn the main power switch off and on.